

Windows & Doors Contract



Crystal Window and Door Limited Customer Service Charter

Firstly, we would like to say THANK YOU for purchasing one of our products. We trust you will enjoy the benefits of the product for many years to come and will never have any problems with the product or the installation.

However, we accept that even with the best will in the world, things can still go wrong so, as a responsible company, we feel it is only prudent that we tell you what your rights are and how you can resolve any problem that may arise.

Your Rights

Your statutory rights provide that the goods supplied:

Must be of satisfactory quality

Must be fit for their purpose

In addition, the installation service that we have provided to you must be carried out with reasonable care and skill and within a reasonable period of time.

Complaints Procedure

If you have a complaint about our company we want to hear about it and we will do our best to put it right and ensure you are treated fairly. Our customer complaints procedure has the following goals:

To deal with complaints fairly, efficiently and effectively;

To ensure that all complaints are handled in a consistent manner throughout;

To increase customer satisfaction;

To use complaints constructively in the planning and improvement of all our products and services;

Ultimately, to ensure customers are left with a positive view of the company and would be happy to make another purchase from us in the future.

How to complain:

We would like to resolve any complaint as soon as possible. You agree to notify us and to give reasonable opportunity to remedy any complaint.

Most complaints can be resolved informally. In the first instance contact us on **01708 772500** or e-mail **enquiries@crystalwindows.co.uk** and we will try to resolve the matter. We would strongly advise you to do this if the matter is urgent and where any delay could lead to further damage.

If you make contact in person, by phone or by e-mail, please make a note of the name of the person you spoke to. If a solution is offered at this point, please make a note of this as well.

If you are not satisfied or do not wish to resolve matters informally, you may pursue a formal complaint in writing to: Complaints Manager, Crystal Windows & Doors Limited, **11 King George Close, Romford Essex RM7 7PN** Please provide us with as much detail as possible to help us assess your complaint.

Customer Data:

We require your personal data so that we can facilitate the sale and installation of our products as well as to obtain your customer feedback on our performance.

Your personal data needs to be retained in our database for the duration of the guarantee in order that we can respond to any issues that you may have with our products during this period.

If any financial data is collected at the time of the contract, it is to facilitate a 3rd party loan agreement to service the said purchase.

Our customer data is only shared with the persons who have been instructed to facilitate the contract on behalf of the company and nobody else.

Crystal Windows and Doors Ltd is authorised and regulated by the Financial Conduct Authority.

Crystal Windows and Doors Ltd act as an approved credit broker and offers products from a range of financial providers.

All finance is subject to status.



What happens next?

We will provide written/email acknowledgement of your complaint within three working days of the day of receipt. You may be contacted to make sure that we have understood your complaint properly and to clarify any issue.

Our complaints team will investigate the matter thoroughly and may engage in written correspondence with you throughout the investigation process.

We will endeavour to send a final response to you within thirteen working days of the day of receipt of your complaint, although most complaints will usually be resolved much more quickly. In all cases, a complaint will be given full and fair consideration and customer will be treated fairly. If, as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. As these proceedings are confidential, we will not be able to inform you of the outcome of any such proceedings.

If you are dissatisfied and feel that the complaint is not being properly addressed, you have the right to seek further assistance from the Double Glazing and Conservatory Quality Assurance Ombudsman Scheme, Centurion House, Leyland Business Park, Centurion Way, Leyland PR25 3GR (from herein DGCOS) in respect of conciliation or mediation.

In the alternative you may, at anytime, register a formal complaint directly with the DGCOS Ombudsman although it would be normal for the above complaints procedure and the mediation procedure to be exhausted first before such direct reference is made. The contact address of the Ombudsman service is: QA Ombudsman Chambers, Manchester Legal Centre 3rd Floor, 64 Bridge Street, Manchester M3 3BN.

Can you take your complaint elsewhere?

You can seek independent advice on your legal rights at any time in this process or contact the Citizens Advice Consumer Service below, your local Consumer Advice Bureau or access generic advice through the internet at www.adviceguide.org.uk. However, we believe we can work out any problems with you directly without causing you any unnecessary inconvenience.

If you are not entirely happy after receiving our final response, then you are still entitled to contact the Citizens Advice Consumer Service or, if your complaint relates to a finance agreement, the Financial Ombudsman Service. You must refer your complaint to the FOS within six months of receiving our final response or they may be unable to consider it.

Citizens Advice Consumer Service

Post Point 24
Town Hall
Walliscote Grove Road
Weston Super Mare
North Somerset
BS23 1UJ
Tel: 08454 040 506

Financial Ombudsman Service

South Quay Plaza
183 Marsh Wall
London
E14 9SR

Tel: 0300 123 9123 or 0800 023 4567